

DOCUMENT RESUME

ED 185 354

CE 024 846

TITLE Job Search: An Implementation Guide. Implementing a Job Information System in the Public Library.

INSTITUTION Indiana Univ., Bloomington. Dept. of Counseling and Guidance.: Monroe County Public Library, Bloomington, Ind.

SPONS AGENCY Bureau of Occupational and Adult Education (DHEW/OE), Washington, D.C.

BUREAU NO 498AH70321

PUB DATE Sep 79

GRANT G007703001

NOTE 41p.: For a related document see CE 024 845. The first nine pages of this document will not reproduce well due to light and broken type.

EDRS PRICE MF01/PC02 Plus Postage.

DESCRIPTORS Administrator Guides: *Adults: *Career Guidance: *Community Information Services: Disadvantaged; Employment Opportunities: Guidelines; Library Services: Minority Groups: *Occupational Information: Out of School Youth: *Program Implementation; *Public Libraries

ABSTRACT

This implementation guide is based on the development and implementation of the Job Search Pilot Project (see CE 024 845), which was designed to provide a program utilizing a public library as a community-based information center. The center is intended to assist low-income or unemployed adults and out-of-school youths to find vocational information and referral in the areas of job training, job descriptions, required skills, employment outlooks, and other related aspects of employability. This implementation guide presents guidelines for the following activities: (1) initiating a Job Search program; (2) community assessment; (3) defining parameters; (4) obtaining information; (5) multi-media materials; (6) physical arrangements; and (7) opening the program to the public. Several examples and supporting materials are appended. (BM)

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ED185354

**IMPLEMENTING A JOB INFORMATION SYSTEM
IN THE PUBLIC LIBRARY**

**JOB SEARCH:
AN IMPLEMENTATION
GUIDE**

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

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PREPARED BY

**THE COUNSELING AND GUIDANCE DEPARTMENT
OF INDIANA UNIVERSITY WITH
THE MONROE COUNTY PUBLIC LIBRARY**

CE 0.24846

INTRODUCTION

Eight priority areas were identified for the awarding of grants in the fiscal year 1977 from funds available under section 131 (a) of Part C of the Vocational Education Act. The priority area identified to produce the JOB SEARCH (Library Information for Vocational Education System) Pilot Project was "Comprehensive systems of guidance counseling, placement, and follow through."

The final proposal was directly concerned with the design, development, and testing of the educational specifications for a community-based guidance, counseling and referral center to provide services to out-of-school youth and adults as a means of augmenting existing school-based services.

The JOB SEARCH Implementation Guide should be regarded basically as a tool for use by any public library. Depending upon the particular library facilities, community factors, and other local conditions, individual libraries could use the Implementation Guide to develop their own plan.

RATIONALE

The need for vocational information, guidance, and referral is now recognized as a necessity in planning for entry into the world of work. Recent efforts in this area have greatly increased the availability of current, relevant vocational information sources for students enrolled in the secondary schools throughout the country. Generally neglected, however, have been the adults and out-of-school youth who can no longer avail themselves of the resources available to students enrolled in high schools. The information that does exist, and is used to serve adult populations, is generally aimed at the younger secondary school student and emphasizes the problems encountered by these students in preparing for and entering the world of work.

Recent studies by the Department of Labor have pointed out that knowledge of the world of work gained through occupational information is of value in entering into, and progressing through various occupations. Those adults who exhibited more occupational information were more likely to have been employed full time, were more likely to have been employed in white collar occupations and earn a higher hourly rate of pay. Other studies by the Department of Labor have indicated difficulties with the adult worker re-entering the world of work or changing careers. Married women, for example, upon re-entering the world of work generally move downward occupationally from the jobs they held previously. In a society where the changing of careers is an accepted phenomena of the world of work, the number of adults seeking assistance in career planning and their subsequent need for career and vocational guidance is greatly increasing. Yet a review of commercial

and governmental resources available to adults indicates that there is little information available and few community-based centers to provide it.

The purpose of the JOB SEARCH Pilot Project is to provide a program utilizing a public library as a community-based center where low income or unemployed adults, or out-of-school youths can find vocational information and referral in the areas of job training, job descriptions, required skills, employment outlooks, and other related aspects of employability. The Monroe County area, typical of fast growing areas in the United States, has a great number of adults who could benefit from some form of vocational information or referral. There are, for example, 36,000 persons in Monroe County aged 24 or older who do not have a high school diploma. An estimated 15,000 - 17,000 of these people fall into that class of persons identified by a 1975 U.S. Office of Education study as "functionally illiterate." Many of these people are low income and/or unemployed.

JOB SEARCH was developed to provide this target group with a community-based center offering vocational materials and information that they can both understand and use. Hopefully, JOB SEARCH will be a program which will utilize a major public library and the skills and expertise of librarians to help meet the needs of adults who have previously been denied an access point for vocational information. The public library is both the logical and suitable institution for this service.

I. Initiating a JOB SEARCH Program

A. Is the library staff committed to the development of a JOB SEARCH Program?

Commitment to the program is essential. Administrative staff of the library as well as the reference staff, volunteers and other staff members whose time and energy will be needed to make the program development possible.

B. How can the community based nature of JOB SEARCH be established?

A consulting group of community representatives can be formed. This group will contribute ideas and information, and may on occasion work on specific aspects of the program. Representatives from these areas may be considered:

1. vocational training program, public high school, or higher educational institution
2. business and industry
3. social service agency
4. Employment Security Division
5. federal, county, or city offices
6. Armed Services
7. adult working population
8. professional or business association

Representatives will be able to share their knowledge about various aspects of employability. The library staff will want to appoint or self-select members to meet regularly with this group.

A community network can be established. The consulting group will be able to generate a list of local business and industry and social services.

Names of persons within those organizations should also be obtained. An initial mailing early in the development process will give them information about JOB SEARCH and indicate that community support will insure the success of JOB SEARCH! (Appendix A) Successive mailings throughout the process will keep the community network informed and aware of how they may be helpful.

C. Is there a clear communication process?

Communication among the library staff, the consulting group, and the community network should be initiated at the outset, and continued throughout the project development.

II. Community Assessment

A. Who are the vocational information seekers in the community?

A profile of the adult information seeker would include information about age, sex, education and other characteristics. A community survey could be conducted with the help of the consulting group and community network contacts. This information may already be compiled by an agency in the community, such as the Employment Security Division or the Human Resources Department.

B. What kinds of information does the job seeker need?

The job seeker may need information concerning:

1. job training and retraining opportunities - location, nature, requirements, prerequisites, cost.
2. generalizations on the job market - local, short term and long term for the purpose of planning and decisionmaking.
3. descriptions of the kinds of jobs or work people do in the community.

4. qualifications needed for various jobs.
5. wages and fringe benefits for jobs.
6. steps to take in the process of finding a job.

C. What job information services already exist within the community and what services do they provide?

An investigation of these agencies and their services will prevent library staff and consulting group members from duplicating services, and will help identify areas where service can be provided in the JOB SEARCH Program.

III. Defining JOB SEARCH parameters

After compilation of the assessment information, the parameters of JOB SEARCH should be considered. Final decisions about the scope and content of JOB SEARCH may be dependent upon the following criteria:

1. time available for the development and execution of JOB SEARCH
2. budgetary resources
3. available staff to set up and maintain JOB SEARCH

IV. Obtaining Information for JOB SEARCH

A. Business and Industry

Information needed from business and industry may be gathered by charts sent through the mail (Appendix B), or through personal interviews.

B. Social Service Agencies

Contacts in these organizations can provide helpful information about the kinds of questions and concerns job seekers have. The willingness of staff members from these agencies to refer clients to JOB SEARCH will be vital to the program's success. Clarity about the purposes the program serves will avoid inappropriate referrals.

C. Library Staff

The expertise of the library staff must also be utilized. Librarians will be familiar with the kinds of questions asked, and the appropriate reading level for materials. They will also have ideas about the behavior patterns of their patrons. For example, adults may often send children to the library to find needed information. Does JOB SEARCH then need written material the children may take with them? Librarians can offer ideas about making the adult information seeker comfortable, and setting up a program which is easy to use for both the patron and the librarian.

V. Multi-Media Materials

Here are some examples of materials the job seeker may find helpful:

1. sample job applications
2. audiotapes providing job information from local business
3. videotapes demonstrating the steps in getting a job, such as interviewing.
4. instructional handouts describing the steps in job seeking such as:
 Looking for a Job
 Writing a Resume
 Filling Out a Job Application

Using a Telephone

Interviewing

Reading About Jobs (See Appendix C)

VI. Physical Arrangements

Decisions about the physical location and the usage process must be made. Equipment not currently owned by the library, or additional equipment may need to be purchased. Are these materials available:

1. tape recorders and headsets (to insure quiet)
2. video equipment
3. a library carrel or table for the JOB SEARCH program
4. second copies of tapes and other materials
5. appropriate display materials, such as cassette tape holder

Consideration of how JOB SEARCH will be utilized is also necessary. For example, the empty tape boxes may be displayed, but actual tapes may be held at the reference desk to minimize theft.

VII. Opening JOB SEARCH to the Public

A. Publicity

The community may be introduced to JOB SEARCH through a variety of publicity strategies. These might include:

1. a brochure distributed in places where public traffic is heavy, such as medical offices, unemployment offices. (See Appendix D)
2. radio and television spots
3. announcements in the newspapers

B. Special Opening for the Community Network

A special session or seminar with community contacts will acquaint them more specifically with JOB SEARCH. Dialogue among library staff and community network people will once again emphasize the community-based cooperation JOB SEARCH represents as well as address questions about the program.

APPENDIX A

INDIANA UNIVERSITY
School of Education
2805 East Tenth Street
Bloomington, Indiana 47401

Phone: 812-337-9010

To Monroe County Employers:

The Counseling and Guidance Department at Indiana University is presently developing an occupational information and guidance program, called JOB SEARCH, to be located in the Monroe County Library. The goal of this program, a pilot project funded by the U.S. Office of Education, is to create a community based center where low-income, skilled or unskilled, employed or unemployed adults can find information about job and training possibilities, required skills, steps in seeking employment and related concerns.

One of our primary objectives in meeting this goal is to organize this information from Monroe County employers. We would like to include information about your organization. We have enclosed a questionnaire that we would like you to fill out. This information will be transferred to index cards or an audio cassette tape to be filed in JOB SEARCH. Approximately 100 employers are being asked to contribute this information. JOB SEARCH also will include instructional handouts on these topics: Getting a Job, Filling Out an Application, Making Decisions, Writing Resumes, Preparing for the Job Interview.

We would like the information requested to be returned to us by Monday, March 5th, so that the final product (tape or cards) may be reviewed by you prior to its placement in JOB SEARCH. We are most enthusiastic about the potential benefit of this program to both employers and those who seek employment or employment change. We are hopeful that you will participate in this project.

INDIANA UNIVERSITY
School of Education
2805 East Tenth Street
Bloomington, Indiana 47401

Phone: 812-337-9010

To Social Service Agencies:

The Counseling and Guidance Department at Indiana University is presently developing an occupational information and guidance program, called JOB SEARCH, to be located at the Monroe County Library. The goal of this program, a pilot project funded by the U.S. Office of Education, is to create a community based center where low-income, skilled or unskilled, employed or unemployed adults can find information about job and training opportunities, required skills, steps in seeking employment and related concerns.

One of our primary objectives in meeting this goal is to organize pertinent information from Monroe County employers regarding employment possibilities and procedures in their organizations. To accomplish this we are asking approximately 100 employers to provide this information to be put on audio cassette tape or index cards and filed in JOB SEARCH. JOB SEARCH also will include instructional handouts on these topics: Getting a Job, Filling Out an Application, Making Decisions, Writing Resumes, Preparing for the Job Interview.

Another primary objective is to encourage and motivate those individuals who would benefit from the program to use it. It is important that these individuals are aware, first of all, that the program is available. We are hopeful that you will find JOB SEARCH an added resource and will refer clients to the library where a staff member will assist them in finding the information they need.

As JOB SEARCH nears completion, we will send you more detailed information.

APPENDIX B

INDIANA UNIVERSITY

School of Education

2805 East Tenth Street

BLOOMINGTON, INDIANA 47401

TEL. NO. 812-337-

You will recall that earlier this year we contacted you about an occupational information and guidance program called JOB SEARCH, to be located at the Monroe County Public Library.

We indicated to you at that time that, as the project neared completion we would send you more detailed information. JOB SEARCH materials, which include audio cassette tapes of occupational information based on Monroe County employers, and instructional handouts, are now in the final stages of preparation.

We would like you to send a representative from your agency to our workshop:

Place: Monroe County Library
Staff Room - Third Floor

Date: Wednesday, May 2

Time: 2:30-4:00 p.m.

At that time JOB SEARCH will also be introduced to business representatives and librarians.

The purpose of JOB SEARCH is to provide a community based program which will prove to be an added resource for you. Therefore, both business representatives and librarians will be able to profit from your descriptions of the kinds of clients it would be appropriate to refer to JOB SEARCH.

We anticipate that your participation in this workshop will insure the success of the JOB SEARCH program, and that this program will be valuable to the social services, the businesses and the job seeker in Monroe County.

Sincerely,

Marianne H. Mitchell
Professor of Education
Project Director

Enclosure

INDIANA UNIVERSITY
School of Education
2805 East Tenth Street
BLOOMINGTON, INDIANA 47401

TEL. NO. 812-337-

You will recall that earlier this year we contacted you about an occupational information and guidance program, called JOB SEARCH, to be located at the Monroe County Public Library.

You were most helpful to us by completing our questionnaires and this information has now been transferred to audio cassette tapes. We have included a copy of the tape scripts about your business with this letter.

The JOB SEARCH Program will be introduced at a workshop in the Monroe County Library, and we urge you to send a representative from your business:

Place: Monroe County Public Library
Staff Room - Third Floor

Date: Wednesday, May 2

Time: 2:30 - 4:00 p.m.

At that time JOB SEARCH will also be introduced to the social service agencies and the librarians. We will further discuss the purposes of the system and the clientele it will serve, and facilitate discussion between business and social service representatives and library staff.

We anticipate that your participation in this workshop will insure the success of the JOB SEARCH Program, and that this Program will be valuable to the social services, the businesses and the job seeker in Monroe County.

Sincerely,

Marianne H. Mitchell
Professor of Education
Project Director

Enclosure

APPENDIX C

LOOKING FOR A JOB

WHERE WILL YOU GET THE INFORMATION YOU NEED TO FIND A JOB?

THERE ARE SEVERAL WAYS:

1. You can talk to people and ask them questions. Prepare yourself ahead of time and ask good questions. What do they do? Where do they work? How much do they earn? Do they like the jobs that they do? How did they get their jobs?
2. Look in the ad section of the newspaper. The Herald Telephone is the local Bloomington newspaper.
3. Use the telephone. Call a business that you would like to work for and ask them about work. Would you like to know how to do this? Look for a card like this one called: USING THE TELEPHONE.
4. Read books. See the books that are listed on a card like this one called: READING ABOUT JOBS. Remember that the librarian is there to help you find these books.



WRITING A RESUME

DEFINITION

A resume is a summary which lists three kinds of information about you:

1. The job you would like to have, or the kind of work you would like to do.
2. The training and education you have had.
3. The jobs you have held, or the work you have done.

A resume is not your life history, but is a short sketch that can catch the eye of a possible employer. A resume will show an employer how you can help the company. You may want to look at David Green's resume (at the back of this section) before you begin to work on your own resume. He followed the same steps you will follow.

STEP 1: BEGINNING YOUR RESUME

To begin work on your resume, you will want to make three lists of information.

List #1 - The job you would like to have, or the kind of work you would like to do.

Write down the name of the job, or words which describe the job you would like to have. If you do not have a particular job name in mind, write down all of the things you would like to do on the job. If you are not sure about the kind of job you want, read LOOKING FOR A JOB.

List #2 - The training and education you have had.

On this list you will write down any training or education you have had. Be sure to include on-the-job training.

List #3 - The jobs you have held, or the work you have done.

Write down all of the jobs you have held (part time, full time, summer and even volunteer or unpaid work).

STEP 2: THINKING ABOUT YOUR LISTS

Look at what you have written down on your lists. Is there anything you want to add or drop? On List #3, for example, you may not want to use everything you have listed. Cross out things which you do not think will help you get the kind of job you want. Also, cross out things you do not think are important. Remember, you want to catch an employer's eye, but your resume must be short.



Writing a Resume - Page 2

Show your lists to family members and to friends. Ask for their opinions about what to add or drop. Then, you may want to set your lists aside for a day or two. When you look at your lists again, ask yourself if there is anything you want to change.

STEP 3: PRACTICING

The next step is to practice writing your resume. This will be your first try so don't worry about it being perfect. You will put the information on your three lists into a certain order. List #1 will become the first part of your resume. List #2 will become the second part of your resume. List #3 will become the third part of your resume. Take a clean sheet of paper to practice.

At the top left of your paper, write your name, address and phone number.

Example:

David Green
6302 Oak Lane
Bloomington, IN 47401
(812) 333-1117

It is important that an employer be able to reach you. If you do not have a phone, you could ask a friend or neighbor if you could list their phone number. If you do, write it this way: (812) 333-7888 (neighbor's phone).

PART 1 (LIST #1): JOB GOAL

Part 1 of your resume is called the JOB GOAL. Your job goal is the kind of job you want, or the kind of work you want to do. There are different ways you can state your job goal. There are some examples below. You may choose the one you like best, and write in words which fit you.

Job Goal: I want a full time job as a parts assemblyman.

Job Goal: I am interested in a job as a waitress.

Job Goal: I want a job where I can do filing, light typing and other clerical office work.

Job Goal: Store clerk.

PART 2 (LIST #2): TRAINING AND EDUCATION

Your training and education comes next. From List #2, choose the most recent training or schooling you have had. Write it down on your practice paper this way:

Date	Name of school or training program Address	List grade completed, certificate, or diploma
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Writing a Resume - Page 3

Then write down other training or education you had in order from most recent to earliest.

Example:

TRAINING AND EDUCATION

1973-1975	Adult Basic Education Program Bloomington North High School Bloomington, IN 47401	GED
1964-1965	MAX Truck Driving School Indianapolis, IN 46202	Certificate
1960-1962	Westview High School Terre Haute, IN 46666	10th Grade

PART 3 (LIST #3): WORK EXPERIENCE

This last part of your resume will describe your work experience. Again, choose the most recent work experience from your list. Write it down on your practice paper this way:

Date	Name of Company, Address Name of your job, a short description of what you did
------	---

Then write down other work experience you had in order from most recent to earliest.

Example:

WORK EXPERIENCE

1976-1978	McClan Trucking Company, Indianapolis, IN 46281 Truck Driver, State-wide delivery of farm equipment
1965-1975	Grey's Laundry, Bloomington, IN 47401 Truck Driver, City laundry delivery and pick-up

STEP 4: THINKING ABOUT YOUR PRACTICE RESUME

Go over what you have practiced writing. Look at David Green's resume in the back of this section. Are there any changes you want to make on your practice resume? You may want to ask for others' opinions about what you have written. Put it aside for a day or two. When you feel satisfied, you are ready to write your final copy. Be sure to look at WRITING TIPS in this section. If you are a housewife who is going to work, be sure to read WRITING A RESUME: WOMEN GOING BACK TO WORK in this section.

WRITING TIPS

Once you have practiced writing your resume, write a final copy. Now have a friend type it for you. If you do this you will finish up with a professional product and you can make lots of useful copies.

Use these tips:

Try to be positive!

The employer wants to know how capable you are.

Make it brief!

The resume should usually be one page long.

Try to be to the point!

It is better not to give your opinions, only what you have done.

Use proper English!

Use simple language - no slang.

Make the resume simple and neat!

No coffee stains or smudges should be on your resume. You want to keep the employer's eye on what you have to say.

WOMEN GOING BACK TO WORK

Women who have been running a home and raising children have many skills and years of experience! Women are often not given enough credit for their work in the home because it is not a paid job. Think of all the things you do every week. You plan meals and do the grocery shopping. You budget money for groceries and other household expenses. You compare prices for the best buy. You have probably handled emergencies and nursed family members who were sick. These things mean you have some skills in managing money and planning. You have experience in making calm decisions during an emergency and can assume responsibility for caring for others. These skills and experiences could be important to an employer. The first thing you must do in working on your resume is to think positively. "Yes, I do have something to offer an employer. I am a hard worker. I want a job!

The next step is to do the same thing David Green did. Make a list of all of the things you do in running a home like those listed above. Also, list any work experience, part time or full time, you had outside the home, even if it was several years ago. List any volunteer, community or church activities you have done or are doing. Here are some examples: PTA member, talked to new neighbors about joining your church, helped a neighbor rebuild after a fire. Also, list things like raising and selling vegetables from your own garden, sewing for family or for others for pay, taking care of others' children in your home.

Talk with friends about y-ur list. They may think of more ideas to add. Go back over your list and cross out activities which do not fit the kind of job you want. For example, if you want to be a nurses' aide, managing money may not be important; handling emergencies, caring for others would be important. Choose the things which will help you get the job you want.

Your resume will look like David Green's (in the back of this section). Under Part Three: Work Experience, list both your paid and unpaid experience.

You will not want to put personal information such as age and number of children on your resume. Have several people check over your resume. Now you are ready to talk to employers. You have a picture of what you can do on paper.

SAMPLE RESUME - DAVID GREEN

David C. Green
6302 Oak Lane
Bloomington, IN 47401
(812) 333-1111

Job Goal

I want a job as an interstate truck driver.

Training and Education

1973-1975	Adult Basic Education Program Bloomington North High School Bloomington, IN 47401	GED
1964-1965	MAX Truck Driving School Indianapolis, IN 46202	Certificate
1960-1962	Westview High School Terre Haute, IN 46666	10th Grade

Work Experience

1976-1978	McClan Trucking Company, Indianapolis, IN 46281 Semi-truck driver - Statewide delivery of farm equipment
1965-1975	Grey's Laundry, Bloomington, IN 47401 Truck driver, City laundry delivery and pick-up

FILLING OUT JOB APPLICATIONS

Forms are not always easy to complete but you should try to remember that you have done this before. When you got your driver's license and your social security number you had to fill in forms. Most people have to fill out an income tax return in April every year.

Now that you have written your resume (See WRITING A RESUME) you have already put together a great deal of the information that you will need to fill out a job application form.

You will need:

1. a black or dark blue pen - do not use a pencil
2. a small notepad
3. a copy of your resume
4. your social security card/number

Some tips to help you fill in a job application form:

1. Read each item on the form carefully.
2. Fill in one section at a time.
3. Print clearly.
4. Ask the receptionist for help if you are unsure about an item.
5. Think through carefully what you want to write down since the spaces are often very small. This is when you can use your notebook to practice writing a phrase or two. This also helps you to avoid crossing things out.
6. Sometimes it is possible to take forms home to fill out. If a form gives you a problem, ask if you can return with the form filled out. Don't let the filling out of a form keep you from getting a job.

The Reference Librarian here at the library will show you some samples of application forms. These will let you know what to expect when you are applying for a job.



USING A TELEPHONE

When you are calling a business to ask about a job, you might like to use some of these helpful hints.

1. Have a pencil and paper handy beside you when you phone.
2. When the phone is answered by the business, say who you are. Speak clearly and don't be afraid to spell your name. The telephone or switch board operator will want to know which person you want to talk to, so make sure that you have written down this person's name from the Job Search tape. These people often work in an office called the Personnel Office.
3. Say that you are calling about a job and which job you want to find out about.
4. Ask for an application form to be sent to you. You can also ask if you can go and pick one up.
5. Ask for an interview. Be sure to write down the date and time of the interview. Do not miss the interview!
6. Ask about wages. If the business is hiring when you call, they will have some idea about the amount of money they can expect to pay for the job.
7. Ask about skills tests. Then you will be able to brush up your skills before the interview.

NO JOB ADVERTISED BUT YOU WOULD LIKE TO TELEPHONE FOR INFORMATION?

You can still call the business and ask for information about jobs. You might just be an early bird doing this.

Use steps 1 and 2 above, then:

3. Tell the employer that you are interested in a job with this business.
4. Tell the employer that you will call again. Remember to write down this number on your paper.
5. Tell the person who answers the phone that you would like an application form to fill out. Even if there is no job right then, it is a good idea to have YOUR form all filled out and on file in their office.



INTERVIEWING

A. WHAT CAN YOU EXPECT AN EMPLOYER TO ASK YOU?

BEFORE YOU GO INTO AN INTERVIEW YOU CAN PREPARE YOURSELF FOR SOME OF THE QUESTIONS THE EMPLOYER MIGHT ASK YOU.

Training:

Employers sometimes ask job applicants to take some kind of training. This is something which can be very useful to you - you learn a skill while you earn a wage. Show the employer that you are willing and interested in learning a new skill.

High School Diploma:

Employers may ask you for your high school diploma. If you have not graduated from high school you may want to think about the ABE (Adult Basic Education) programs which would prepare you for a GED (General Education Diploma). It might still be quite possible for you to finish your high school education. You can ask your librarian for more information about the ABE and GED programs.

Skills:

Employers might ask you to take a skills test. This test helps them to find out about your abilities. For example, you might be asked to take a typing test - or a math test. If you ask about this when you make your telephone call, you will be able to brush up on your skills before you go for your interview. See - USING A TELEPHONE.

References:

There are two kinds of references - a work reference and a character reference. Most employers will ask for a work reference. Remember to ask your last employer for permission before you use his/her name. When you are asked for a character reference you can choose a person outside your family who knows a lot about you and the work you have done. This can be volunteer work, church work or community service. Again, ask this person for permission before using the name.



B. WHAT HAPPENS DURING AN INTERVIEW?

WHAT ABOUT THE INTERVIEW? HERE ARE SOME IDEAS THAT MIGHT BE HELPFUL. YOU WILL BE DOING TWO THINGS AT THE INTERVIEW:

- I. TALKING
- II. LISTENING

WHEN YOU GO TO A JOB INTERVIEW REMEMBER THAT YOU WILL WANT TO GET INFORMATION. THE EMPLOYER WILL ASK SOME QUESTIONS TOO - HE WANTS TO GET SOME INFORMATION FROM YOU.

I. Talking

Here are some questions you should write down, take with you to the interview. . .and ask. Remember not to be afraid to write down the answers while you are being interviewed.

1. What will I be doing if I get this job?
2. What hours will I be working?
3. Pay? Each week? Each month?
4. Is it possible for me to see someone doing this job?
5. Will I get some on-the-job training?
6. Can I expect to get more money with training? Or with time?
7. Is there any special clothing that I have to wear? Who pays for it?
8. Do you have a written description of the job that I can take home?
9. Tell me about the holidays and sick leave with your business.
10. When do I start this job?
11. Are there any other extra benefits?

II. Listening

Here are some questions you can expect them to ask you.

1. Where did you work before?
2. What did you do?
3. Why did you leave?
4. Why do you want to work here?

WHEN THE INTERVIEW ENDS MAKE SURE THAT YOU KNOW WHAT THE NEXT STEP IS - DO YOU CALL THEM? WILL THEY CALL YOU?

Interviewing - Page 3

THERE ARE SOME QUESTIONS THAT YOU SHOULD NOT BE ASKED! This is because laws have been made to protect you against discrimination (unfair hiring practices). So, be very careful should you be asked about:

- welfare, food stamps
- religion
- race
- politics
- sex
- marriage status

You can answer questions like this if you want to, but you need to realize that laws like these have been made to make sure that you are not denied a job because of what you believe or how you live.

You should get the job because you have been able to show the employer that you can do the job.

C. WHAT HAPPENS AFTER AN INTERVIEW?

If you get the job:

1. Make sure you know what the next steps are - when and how will you be notified?
2. When do you report for work? Exactly where do you go, and who do you report to at work? If you think it helpful, ask someone to show you the exact location.
3. Be sure to be on time for work - from the very first day.
4. Be kind to yourself while you are learning about your new job. It will take time, so be patient.
5. Be sure to wear suitable clothing for the job.
6. If you are ill, make a telephone call to your employer explaining why you are off work.

If you don't get this job:

1. Make good use of Job Search. Some of the jobs are seasonal and you may need to take this kind of work in the beginning.
2. Take time to think about the steps you have already used. Decide where you could improve your skills in looking for a job, in using the telephone, and in interviewing.

READING ABOUT JOBS

Books, pamphlets and magazine articles are a good source of information about jobs. By reading about jobs in this way you can often find very useful information which will be helpful to you when you go for your interview.

The Monroe County Library has a place called the Reference Department where there are people specially trained to help you find the books, pamphlets and magazines you want.

1. Occupational Guidance Magazines are found on top of a corner file cabinet immediately on your left as you come through the door into the Reference Department.

These magazines will give you information about hundreds of different jobs. Here are some of the topics that they cover: Description of the Job - Earnings - Working Conditions - Hours of Work - Ability Required - Advantages and Disadvantages.

2. Occupational Pamphlets - There are three folders of pamphlets in a long blue filing cabinet posite the Reference Desk. Several of the pamphlets have been produced by the Indiana State Employment Service. These are particularly helpful because they give you information quickly. They cover topics like Job Description - Pay and Fringe Benefits - How and Where You Can Learn to Do the Job. Another helpful pamphlet is called "Jobs for You in Indiana." Pages 20-21 describe the jobs in the Bloomington area.

3. The following books might also be useful:

The Occupational Outlook Handbook (Ask the Reference Librarian for this one at the Reference Desk.)

Occupations for Men and Women After 45, by Juvenal L. Angel, 331.394AN

Careers and Occupations, by William E. Hopke, R371.4H0

Careers for Women After Marriage and Children, by Barbara Powell O'Neill, Y331.40'N

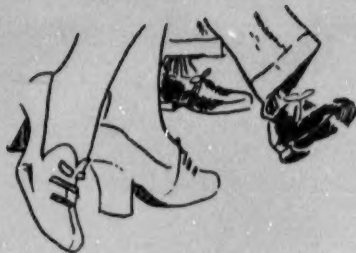
From Kitchen to Career, by Shirley Sloan Fader, R331.43FA

Summer Employment Directory of the United States (Indiana, pages 62-64), R331.7SU

Go Hire Yourself an Employer, by Richard K. Irish, R331.128IR



APPENDIX D



The JOB SEARCH Program is an information service to help you find a job.

JOB SEARCH was funded by the U.S. Office of Education, and prepared by the Counseling and Guidance Department of Indiana University with the Monroe County Public Library.

Monroe County Library
presents



AN INFORMATION SERVICE
TO HELP YOU FIND A JOB

WHAT IS **JOB SEARCH**?

In Monroe County it is hard to know what jobs there are, what people actually do in these jobs, and how to get these jobs.

- Local businesses and industries have given **JOB SEARCH** information about some of their jobs. You can read about these jobs or listen to cassette tapes.
- You can also learn the steps that can help you to get a job.
- You can also ask for help from the Reference Librarian when you use **JOB SEARCH**.

WHO CAN USE **JOB SEARCH**?

JOB SEARCH can be used by anyone who is looking for a job or by anyone who wants to change jobs.

HOW WILL **JOB SEARCH** HELP YOU?

It will help you when you are:

LOOKING FOR A JOB

USING THE TELEPHONE

READING ABOUT JOBS

WRITING A RESUME

FILLING OUT APPLICATION FORMS

INTERVIEWING

WHAT WILL **JOB SEARCH** NOT DO?

JOB SEARCH does *not* list job vacancies. It does not find a job for you. **JOB SEARCH** will give you information so that you can improve your skills and learn about the job market in the Bloomington area.

WHERE CAN YOU FIND **JOB SEARCH**?

The **JOB SEARCH** Program can be found on the third floor in the Reference Department of the Monroe County Public Library.

Why not stop by or call the library at this number, 339-2271, to learn more about **JOB SEARCH**?

JOB TITLE/AREA	EXPERIENCE NECESSARY	SKILLS NECESSARY	APPLICATION PROCEDURES	ENTRY PROCEDURES	RATE OF PAY	FRINGE BENEFITS
Name: _____ Full time _____ Part time _____ Temporary _____ Seasonal _____	Yes _____ No _____ If yes, describe: _____	Yes _____ No _____ If yes, describe: _____ If no, is in-job training required Yes _____ No _____	Application form? Yes _____ No _____ Resume? Yes _____ No _____ Interview? Yes _____ No _____ Reference(s)? Yes _____ No _____	Skills test? Yes _____ No _____ If yes, describe: _____ Physical exam? Yes _____ No _____ Psychological Exam? Yes _____ No _____ Other _____ _____	Please list: _____	Please list: _____
Name: _____ Full time _____ Part time _____ Temporary _____ Seasonal _____	Yes _____ No _____ If yes, describe: _____	Yes _____ No _____ If yes, describe: _____ If no, is in-job training required Yes _____ No _____	Application form? Yes _____ No _____ Resume? Yes _____ No _____ Interview? Yes _____ No _____ Reference(s)? Yes _____ No _____	Skills test? Yes _____ No _____ If yes, describe: _____ Physical exam? Yes _____ No _____ Psychological Exam? Yes _____ No _____ Other _____ _____	Please list: _____	Please list: _____

JOB SEARCH QUESTIONNAIRE

1. Describe the product(s) or service(s) your organization provides.

2. State where job listings are posted.

3. Do you have orientation? ☐ Yes ☐ No

4. In what way does your firm upgrade the employees' skills?

In-service training ☐

Incentive schemes associated with local vocational institution ☐

Annual increments ☐

Other (State) _____

5. What is the projected employment outlook at your site?

6. For more information, Job Searchers may call _____ at _____
(name) (phone number)

ON THE FOLLOWING CHART, PLEASE SELECT FOUR JOB AREAS WHICH MOST FREQUENTLY HAVE OPENINGS. THIS DOES NOT IMPLY THAT YOU HAVE VACANCIES IN THESE AREAS AT THIS TIME. CHECK THE APPROPRIATE INFORMATION.